

## Appendix C: Table Frequencies: 2012 Survey Results by Question

### Section 1: City Services

Q1: Public Works -- Please Rate the Following:	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating						Percent of Respondents Not Aware of Service	Rating Average of Respondents Providing a Response
		Excellent or Good	Excellent	Good	Neutral	Fair	Poor		
Regular trash collection	322	98%	69%	29%	2%	0%	0%	3%	1.4
Bulk and/or special trash collection	305	92%	58%	34%	5%	3%	0%	8%	1.5
Single-stream recycling collection	308	94%	68%	26%	4%	2%	0%	7%	1.4
Grass, brush, and tree limb collection	298	84%	48%	36%	10%	4%	2%	10%	1.8
Curbside leaf collection (Nov-Dec)	291	85%	45%	40%	8%	5%	2%	12%	1.8
Snow removal	294	78%	41%	37%	11%	8%	3%	10%	2.0
Compost program/SMARTLEAF®	183	78%	48%	30%	16%	4%	2%	44%	1.8
Street cleaning	310	63%	23%	40%	16%	13%	8%	6%	2.4
Landscape plantings and roadside tree maintenance	311	70%	23%	47%	12%	14%	4%	5%	2.3
Street lighting	325	63%	19%	44%	13%	16%	8%	1%	2.5
Street maintenance	321	60%	16%	44%	18%	15%	7%	1%	2.6
Cleanliness of business districts	302	55%	15%	40%	20%	17%	8%	8%	2.6
Public Works' overall responsiveness and timeliness to your inquiries and complaints	289	83%	44%	39%	9%	6%	2%	13%	1.8

Q1B: Parking Enforcement -- Please Rate the Following:	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating						Percent of Respondents Not Aware of Service	Rating Average of Respondents Providing a Response
		Excellent or Good	Excellent	Good	Neutral	Fair	Poor		
Parking Enforcement in commercial/retail areas	238	68%	26%	42%	21%	5%	6%	28%	2.2
Parking Enforcement in your neighborhood	277	57%	19%	38%	16%	16%	11%	15%	2.6
Parking Enforcement's overall responsiveness & timeliness to your inquiries and complaints	212	56%	19%	37%	25%	9%	10%	35%	2.5

## Appendix C: Table Frequencies: 2012 Survey Results by Question

Q1C: Animal Control -- Please Rate the Following:	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating						Percent of Respondents Not Aware of Service	Rating Average of Respondents Providing a Response
		Excellent or Good	Excellent	Good	Neutral	Fair	Poor		
Animal Control services' overall responsiveness & timeliness to your inquiries and complaints	177	61%	30%	31%	21%	8%	10%	47%	2.4

Q1D: Code Enforcement -- Please Rate the Following:	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating						Percent of Respondents Not Aware of Service	Rating Average of Respondents Providing a Response
		Excellent or Good	Excellent	Good	Neutral	Fair	Poor		
Code Enforcement's overall responsiveness and timeliness to your inquiries and complaints	200	54%	20%	34%	20%	16%	10%	39%	2.6
Code Enforcement inside the rental property in which you live	100	46%	18%	28%	31%	8%	15%	67%	2.7
Code Enforcement of cleanliness and property maintenance in commercial / retail areas	201	49%	14%	35%	24%	15%	12%	38%	2.8
Code Enforcement of noise in commercial / retail areas	182	44%	13%	31%	30%	13%	13%	43%	2.8
Code Enforcement of cleanliness and property maintenance in your neighborhood	259	46%	12%	34%	16%	21%	17%	19%	3.0
Code Enforcement of noise in your neighborhood	258	40%	13%	27%	20%	20%	20%	22%	3.1

Q1E: Youth, Family, and Senior Services --Please Rate the Following:	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating						Percent of Respondents Not Aware of Service	Rating Average of Respondents Providing a Rating
		Excellent or Good	Excellent	Good	Neutral	Fair	Poor		
City youth and family services programs for counseling and community outreach	50	62%	24%	38%	26%	6%	6%	65%	2.3
City seniors programs for medical transport to appointments, shopping, advocacy, recreation, and info serv.	61	69%	39%	30%	18%	5%	8%	58%	2.1
YFS' overall responsiveness and timeliness to your inquiries and complaints	53	60%	32%	28%	21%	10%	9%	63%	2.4

## Appendix C: Table Frequencies: 2012 Survey Results by Question

Q1F: General City services -- Please Rate the Following:	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating						Percent of Respondents Not Aware of Service	Rating Average of Respondents Providing a Response
		Excellent or Good	Excellent	Good	Neutral	Fair	Poor		
The overall quality of the City of College Park services	316	84%	27%	57%	7%	6%	3%	1%	2.0
The value of City services and programs for your tax dollars	291	77%	26%	51%	8%	9%	6%	3%	2.2

Improve Services by Improving the Following:	Frequency/Importance
Code Enforcement in General	47
Leaf and Trash Collection	18
Public Safety	17
Noise Control Code Enforcement (Residential)	13
Compliments to Staff	12
Parking Enforcement	12
Communication to Residents	11
Roads, Trees, Sidewalks, & Landscaping	11
Economic Development and Recreation	8
Streetlights	7
Decrease Taxes	6
Staff's Responsiveness to Residents	6
Snow Removal	3
Animal Services	2
Educate Students on being better neighbors	1
Schools	1



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### Section 2: Getting City Information

Q2: Public Information -- Please Rate the Following:	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating						Percent of Respondents Not Aware of Service	Rating Average of Respondents Providing a Rating
		Excellent or Good	Excellent	Good	Neutral	Fair	Poor		
The City's efforts to inform you of City government and services	310	73%	24%	48%	12%	8%	8%	3%	2.3
Usefulness of the "Municipal Scene" information that appears every two weeks in the Gazette	248	65%	23%	42%	18%	11%	6%	23%	2.4
Usefulness of the information listed on the College Park website (www.collegeparkmd.gov).	256	68%	21%	47%	16%	12%	4%	20%	2.3
Usefulness of the Resident Information Guide distributed in the Fall	286	85%	38%	48%	8%	3%	3%	10%	1.9

Q3: Where do you look for City information? (Check all that apply).		
Answer Options	Response Percent	Response Count
City website	58%	181
Gazette	48%	152
Word of mouth	42%	131
The College Park Patch website	38%	120
Resident Info.Guide	34%	107
Call the City	33%	103
Municipal Scene	29%	90
Civic groups	23%	71
Diamondback	14%	44
Other (please specify)	12%	38
Cable Channel	12%	37
Blog	6%	19
Kabir Cares	89%	17
Rethink College Park	32%	6
Bulletin board	5%	15
<i>answered question</i>		<b>314</b>
<i>skipped question</i>		<b>22</b>

## Appendix C: Table Frequencies: 2012 Survey Results by Question

Q4: What is your preferred method of receiving information? (Check all that apply).		
Answer Options	Response Percent	Response Count
Email	68%	216
Website update	39%	123
Postal mail	33%	106
Newsletter	36%	115
Facebook / Twitter / Other social media site	10%	31
Other (please specify)	5%	17
<i>answered question</i>		<b>318</b>
<i>skipped question</i>		<b>18</b>

### Section 3: Quality of Life

Q5: On a scale of 1 to 5, with 1 being very likely, how likely are you to:	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating					Rating Average of Respondents Providing a Rating
		Very likely (1)	2	3	4	Very Unlikely (5)	
Recommend living in College Park to a friend	320	40%	26%	18%	8%	8%	2.2
Remain in College Park for the next 3 years	315	58%	17%	11%	6%	8%	1.9

Q6: How safe do you feel...?	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating						Rating Average of Respondents Providing a Rating
		Very Safe or Safe	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	
As a pedestrian in the City	317	56%	14%	42%	23%	15%	5%	2.6
Driving on streets in the City	314	76%	24%	53%	13%	8%	2%	2.1
In your residence and immediate neighborhood	315	76%	23%	53%	14%	8%	2%	2.1
At local parks and playgrounds	308	61%	16%	45%	26%	7%	6%	2.4
Near the College Park Metro Station	310	40%	8%	32%	36%	16%	7%	2.8
Near the Greenbelt Metro Station	303	31%	6%	25%	32%	20%	17%	3.2
In College Park retail / commercial areas	315	69%	17%	52%	24%	4%	3%	2.2

## Appendix C: Table Frequencies: 2012 Survey Results by Question

Q7: Public Safety Programs -- Please Rate the Following:	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating						Percent of Respondents Not Aware of Service	Rating Average of Respondents Providing a Rating
		Excellent or Good	Excellent	Good	Neutral	Fair	Poor		
Your understanding of the operation of the City's Contract Police Program	247	54%	17%	37%	21%	11%	14%	22%	2.7
Police response time to emergency calls	197	65%	20%	45%	17%	11%	7%	38%	2.4
Police response time to non- emergency calls	212	49%	13%	36%	21%	17%	13%	33%	2.8
Efforts to keep you informed about crime and action taken	283	57%	19%	37%	17%	14%	13%	10%	2.6
Neighborhood Watch program in your neighborhood	200	39%	15%	24%	33%	11%	17%	36%	2.9
Fire and Emergency Medical Services	220	88%	50%	39%	9%	1%	2%	29%	1.7

Q8: Neighborhoods -- Please Rate the Following:	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating						Percent of Respondents Not Aware of Service	Rating Average of Respondents Providing a Rating
		Excellent or Good	Excellent	Good	Neutral	Fair	Poor		
Physical condition of housing	313	67%	14%	53%	11%	17%	5%	1%	2.5
Access to parks and open spaces	307	85%	33%	52%	5%	6%	4%	1%	2.0
Walking distance to a bus stop	292	85%	42%	43%	6%	6%	3%	7%	1.9
Availability of sidewalks	309	47%	18%	29%	11%	14%	28%	2%	3.1
Access to shopping and other services	313	57%	18%	39%	16%	14%	13%	0%	2.6
Tree canopy cover	287	69%	21%	48%	15%	11%	5%	8%	2.3
Overall neighborhood as a place to live	313	77%	25%	52%	10%	11%	2%	1%	2.1

## Appendix C: Table Frequencies: 2012 Survey Results by Question

### Section 4: Economic Development

Q11: What type of businesses would you like to see more of in College Park?	
Restaurant/Bistro (neighborhood or on Route 1)	112
Grocery Store/Supermarket	102
Clothing Boutique (local)	49
Other	33
Book/Craft/Card Shop	32
Café/Delicassen/Coffee Shop	28
Music/Theater/Performing Space	24
Downtown Local Feeling	19
Fewer Businesses/Student Housing	18
Retail (chain stores)	16
Home Stores	15
Bakery	14
Gym/Athletic Store/Yoga Studio	13
Office/Medical Office Space	12
Farmer's Market	9
Recreation Events/Community Centers	9
Bar/Pub/Brewery	8
Drug/Convenience Store	8
Entertainment	7
Seniors/Youth Stores	7
Art Gallery/Studio	6
Co-operatives	5
Walmart	5
Bar/Pub/Brewery in North College Park	4
Barber/Beauty Shop	3
Electronics/Phone/Music Store	3
Auto Parts Shop	2
Hotel	2

Q12: How do you learn about College Park economic development news and issues? (Check all that apply).		
Answer Options	Response Percent	Response Count
Facebook / Twitter	8%	15
City Council meetings	39%	69
Economic Development website	16%	29
Monthly newsletters	54%	97
Councilmember or Councilmember Listservs*	21%	38
Blog (please specify)	15%	27
Kabir Cares*	52%	14
Rethink College Park*	33%	9
Greater Greater Washington*	4%	1
Onward College Park*	4%	1
Other Blog	7%	2
Gazette/Washington Post/Newspaper*	8%	15
Civic Associations*	6%	11
College Park Patch*	6%	10
Email*	5%	9
Econ. Dev. Staff Member or the City*	2%	4
Word of Mouth*	2%	4
University*	1%	2
Web Searches*	1%	2
Diamondback*	1%	1
Other	5%	9
Not Sure*	2%	3
<b>answered question</b>		<b>178</b>
<b>skipped question</b>		<b>158</b>

## Appendix C: Table Frequencies: 2012 Survey Results by Question

### Section 5: Parks and Recreation

Q13: City Parks and Recreation -- Please Rate the Following:	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating						Percent of Respondents Not Aware of Service	Rating Average of Respondents Providing a Response
		Excellent or Good	Excellent	Good	Neutral	Fair	Poor		
City parks, playgrounds, and athletic fields	251	84%	22%	61%	11%	5%	1%	15%	2.0

Q14: Please check the box for any of the following resources you would like to see in your neighborhood?		
Answer Options	Response Percent	Response Count
Community garden	51%	120
Open or green space	49%	114
Fitness trail	41%	95
Off-road bike trails	38%	88
Dog park	31%	73
Playground	16%	37
Playing fields	14%	33
Skate park	9%	22
<i>answered question</i>		234
<i>skipped question</i>		102

Q15: Please list any recreational opportunities in which you would be interested in participating.	
Adult Athletic Teams (e.g., swimming, football, etc)	58
Parks, Outdoors, and Tours	30
Biking Activities	29
Exercise (Aerobics/Dance Classes) / Gym	26
Walks	17
Triathlon / Runs	13
Seniors and Youth Activities	12
Community Garden	9
Dog Parks	7
Educational and Computer Activities	7
Art	3
Crafts and Hobbies	3
Cultural Activities and Music	3
North College Park Comm. Center	3
Reading and Religious Reading	3
Other	8





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### Section 6: Sustainability

Q16: Please answer the following with the best answer for your household.							
Answer Options	Yes		No		Don't know		Response Count
Should our community focus on decreasing the energy used by the municipal government? (e.g., lighting, heating, cooling, etc.)	190	(62%)	55	(18%)	62	(20%)	307
Would you like to know more about how to make your house, condo, or apartment more energy efficient?	184	(61%)	96	(32%)	21	(7%)	301
Are you interested in learning more about water conservation efforts such as the installation of rain barrels or rain gardens?	173	(57%)	102	(34%)	26	(9%)	301
<i>answered question</i>							308
<i>skipped question</i>							28

Q17: Do you know what a carbon footprint is?		
Answer Options	Response Percent	Response Count
Yes	78%	234
No	14%	43
Heard of it but still unsure of what it means	8%	25



## Appendix C: Table Frequencies: 2012 Survey Results by Question

Q18: What community sustainability programs would you like to see the City pursue?	
Renewable Energy Use and Utility Reduction	59
Water Conservation and Stormwater Improvements (i.e., rain barrels)	27
Increase recycling of everything (clothes, materials, etc.)	26
Community Gardening	24
Expand Composting Program to households	17
Low-impact, Sustainable Development	14
Increase Public Outreach about Sustainability Programs	13
Bicycle Trail Improvements and Support for Bike Programs	10
Improve Public Transportation/Reduce Traffic	10
Improve Tree Canopy and Maintenance	9
Improve Street Lighting	7
Consider Electric Vehicles	6
Do not increase spending on this	6
Increase access to local food	6
Invest in Green Roofs	5
Offer Incentive Funding for Sustainable Projects	5
Unsure/Don't Know	5
City and Stream Cleanup Programs	3
Offer Haz Mat and Toxic Chemical Recycling from homes	3
Allow Urban Farming (Chickens and Goats)	2
Cooking Oil Reuse for Fuel	2
Bag Tax	1
Bulky Trash Payment	1
Repair Shop for used items	1
Other	20

### Section 7: Transportation

Q19: How do you usually get to the Metrorail station? (Check the box for the two most typical for you)		
Answer Options	Response %	Response Count
Walk	49%	151
Drive a car	35%	108
Dropped off by car	19%	58
I don't use Metro	16%	50
Metrobus	10%	31
Bike	9%	29
Shuttle-UM	4%	11
Taxi or vanpool	3%	8
P.G. 'The Bus'	2%	7
<b>answered question</b>		<b>310</b>
<b>skipped question</b>		<b>26</b>

Q20: Please complete the phrase by choosing the appropriate answer for you: I ride a bicycle...		
Answer Options	Response %	Response Count
For recreation	38%	113
For commuting to work or school	3%	8
For errands / shopping	2%	5
All of the above	13%	39
I do not ride a bicycle	44%	129
<b>answered question</b>		<b>294</b>
<b>skipped question</b>		<b>42</b>

Q21: How many miles do you commute each way to work?		
Answer Options	Response %	Response Count
less than 1 mile	7%	21
1 - 4 miles	19%	54
5 - 9 miles	12%	36
10 - 19 miles	18%	51
20 - 29 miles	8%	23
30 miles +	7%	20
Retired or unemployed	30%	86
<b>answered question</b>		<b>291</b>
<b>skipped question</b>		<b>45</b>

## Appendix C: Table Frequencies: 2012 Survey Results by Question

### Section 8: Rate College Park

Q22: City Overall: Please Rate the Following:	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating						Percent of Respondents Not Aware of Service	Rating Average of Respondents Providing a Rating
		Excellent or Good	Excellent	Good	Neutral	Fair	Poor		
Employment opportunities	178	30%	9%	21%	31%	15%	23%	40%	3.22
Variety of housing available	262	60%	8%	52%	18%	13%	10%	11%	2.65
Vibrancy of downtown	268	24%	3%	21%	28%	26%	22%	9%	3.43
Cost of living	281	41%	4%	37%	20%	25%	14%	5%	3.07
Shopping opportunities	289	27%	3%	23%	17%	26%	31%	2%	3.57
Dining opportunities	293	36%	6%	29%	13%	25%	26%	2%	3.35
Recreation opportunities	272	49%	6%	43%	20%	23%	8%	8%	2.85
Cultural opportunities	265	48%	11%	37%	20%	18%	15%	10%	2.89
Transportation network	278	69%	21%	49%	14%	12%	5%	5%	2.32
Parking availability	286	48%	8%	40%	16%	19%	16%	4%	2.96
College Park, overall	295	70%	11%	59%	13%	14%	4%	1%	2.40

### Section 9: Miscellaneous

Q25: Over the past 12 months, how often has someone in your household used / participated in the following?	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating				Percent of Respondents Never Using the Service	Rating Average of Respondents Providing a Rating
		5+ times per week	1 - 4 times per week	1 - 4 times per month	1 - 4 times per year		
The City discount drug program	7	14%	29%	14%	43%	98%	2.86
"College Park Central" (online reporting system)	23	4%	0%	30%	65%	92%	3.57
The College Park Cable Channel (Comcast Channel 71; Verizon 25)	96	4%	9%	21%	66%	68%	3.48
Live / rebroadcast City Council meetings	88	2%	6%	20%	72%	70%	3.61
The City Council meeting online video archive	46	2%	4%	24%	70%	84%	3.61
The Downtown College Park Farmers' Market	189	2%	7%	34%	58%	36%	3.48
Shopping in Downtown College Park	245	6%	24%	33%	37%	16%	3.01
Shopping in the Hollywood commercial district	225	6%	25%	40%	30%	23%	2.93

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Q25: Over the past 12 months, how often has someone in your household used / participated in the following?	Number of Respondents Providing a Rating	Service Quality Ratings, as a Percent of Respondents Providing a Rating				Percent of Respondents Never Using the Service	Rating Average of Respondents Providing a Rating
		5+ times per week	1 - 4 times per week	1 - 4 times per month	1 - 4 times per year		
Shopping in the Berwyn commercial district	189	2%	18%	27%	53%	36%	3.31
The City's destination website, www.ShopCollegePark.org	81	1%	2%	25%	72%	72%	3.67
Metrobus	108	12%	13%	33%	42%	64%	3.05
Prince George's County THE BUS	59	12%	8%	41%	39%	80%	3.07
The Route 1 Ride (Route 17 Bus)	47	9%	17%	34%	40%	84%	3.06
Shuttle-UM (University of Maryland bus service)	71	23%	11%	21%	45%	76%	2.89
Metrorail	245	22%	17%	34%	27%	17%	2.65
The City's downtown parking garage	143	0%	4%	29%	66%	52%	3.62

### Section 10: About You

Q26: How many years have you lived in College Park?		
Answer Options	Response Percent	Response Count
less than 2 years	8%	25
2 - 5 years	18%	54
6 - 9 years	16%	46
10-19 years	23%	70
20 - 29 Years	11%	33
30 years +	24%	72
<b>answered question</b>		<b>300</b>
<b>skipped question</b>		<b>36</b>

Q27: What is your age?		
Answer Options	Response Percent	Response Count
18 - 24	5%	14
25 - 34	14%	41
35 - 44	12%	35
45 - 61	37%	109
62 - 74	22%	64
75 years +	10%	28
<b>answered question</b>		<b>291</b>
<b>skipped question</b>		<b>45</b>

Q28: Are you a University student?		
Answer Options	Response Percent	Response Count
Yes	6%	18
No	94%	282
<b>answered question</b>		<b>300</b>
<b>skipped question</b>		<b>36</b>



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Q28A: If yes, are you an undergraduate or graduate (e.g., Masters or Ph.D. program) student?		
Answer Options	Response Percent	Response Count
Undergraduate student	67%	16
Graduate student	33%	8
<i>answered question</i>		<b>24</b>
<i>skipped question</i>		<b>312</b>

Q29: In what City neighborhood do you live? (Please refer to the map below for neighborhood boundaries).		
Answer Options	Response Percent	Response Count
Camden - Wynfield Park	0%	0
Sunnyside	2%	5
Hollywood	22%	65
Daniels Park - Oak Springs - Branchville	17%	50
Berwyn	5%	14
Lakeland	7%	22
College Park Estates	5%	15
Yarrow	2%	6
West US Route 1	1%	3
Old Town	7%	22
Calvert Hills	20%	61
Southwest US Route 1	0%	0
College Park Woods	9%	27
Crystal Springs	1%	3
Autoville - Cherry Hill	2%	7
<i>answered question</i>		<b>300</b>
<i>skipped question</i>		<b>36</b>

